

“A LIFE BEYOND CARING”

Carers Commissioning Strategy for Surrey 2008/11

“CARERS look after family, partners or friends in need of help because they are ill, frail or have a disability. The care they provide is unpaid.”

This includes adults looking after other adults, parent carers looking after disabled children and young carers under 18 years of age.

Carers in Surrey

In Surrey there are almost 100,000 carers. There were 21,538 carers in Surrey identified in the 2001 Census as providing over 20 hours care a week. Of these, 14,119 were providing 50 hours a week or more. There were 56,211 carers reporting juggling work and caring; 56.7% of the total number of carers.

Carers in Surrey save the nation an estimated £1.17 Billion a year in our county alone. (University of Leeds 2007). A break down of this information by Borough/District Council area is given on pages 12 and 13.

At present over 6000 carers get some form of break at a cost of £5.7 Million a year - An average of £950 per carer. 5% of these carers are from an ethnic minority background - in line with the make up of the Surrey population.

However, there are a significant number of carers not currently receiving any form of support. It also cannot be assumed that the level of funding available fully meets carers needs for a break (let alone leisure) even of those who do get a service. To provide a carer cover for the afternoon of once a week could on average cost around £2000 a year in Surrey.

To provide all those carers caring for 20 hours a week with a break @ £950pw. would cost £20.3 million or £13.4 million for just those caring for 50+ hours a week. If carers were to get an annual break and a small amount of leisure time a week, the costs would roughly be doubled. On the other hand not all carers would look to us for support (self funders).

If we assumed the need to support 10,000 carers at a fairly basic level -- say £1500 a year - this would cost £15 million - a shortfall of £9 million a year. It appears that about £2.2 million over the next two years will be provided to the Surrey PCT for breaks as a result of the National Carers Strategy This will still leave a significant funding gap.

National Policy

A new National Carers Strategy, the White Paper “Our Health Our Care Our Say”, the Operating Framework for the NHS in England, Guidance on Joint Strategic Needs Assessment and the Surrey Carers Charter all require a coordinated approach by Surrey County Council and Surrey PCT in commissioning services for carers.

The national protocol “Putting People First” builds on the White Paper, outlines a national agreement to develop the personalisation agenda, provide leadership to enable communities to support themselves and improve information and advice for “self-funders”.

Each of these aspects are of key importance for our Surrey Carers Strategy and Commissioning Strategy. These also build on carers rights in legislation and accompanying government guidance.

The Government’s 10 Year Vision for Carers

The National Carers Strategy has been published titled

“Carers at the heart of 21st century families and communities” - “A caring system on your side. A life of your own.”

http://www.dh.gov.uk/en/Publicationsandstatistics/Publications/PublicationsPolicyAndGuidance/DH_085345

The new strategy outlines £255m of new funding commitments, including Primary Care Trusts receiving £150m over two years for breaks and respite. The Prime Minister’s preface says the strategy is the “start of a process rather than the end”, and includes a ten year vision aimed at transforming the way society treats carers:

“Our vision is that by 2018, carers will be universally recognised and valued as being fundamental to strong families and stable communities. Support will be tailored to meet individuals’ needs, enabling carers to maintain a balance between their caring responsibilities and a life outside caring, whilst enabling the person they support to be a full and equal citizen.”

“By 2018:

- carers will be respected as expert care partners and will have access to the integrated and personalised services they need to support them in their caring role;
- carers will be able to have a life of their own alongside their caring role;
- carers will be supported so that they are not forced into financial hardship by their caring role;
- carers will be supported to stay mentally and physically well and treated with dignity;

- children and young people will be protected from inappropriate caring and have the support they need to learn, develop and thrive, to enjoy positive childhoods and to achieve against all the Every Child Matters outcomes.”

The Executive Summary says:

“The needs of carers must, over the next 10 years, be elevated to the centre of family policy and receive the recognition and status they deserve.”

“Services will need to put carers in control, recognising that it is “carers who are best placed to articulate their own aspirations”.

Key priorities for Surrey

We have built on our key priorities arising from our Joint Surrey Carers Strategy including issues raised in the new National Carers Strategy. These are set out in **Annex 1** and are listed under the headings in the Surrey Carers Charter:

It has been agreed that a joint Carers Commissioning Group will take these forward and build on these in the light of Government initiatives to implement the new National Carers Strategy and other national policy initiatives.

The group will, in conversation with carers organisations identify further deliverable actions that will help move Surrey towards the realisation of the Vision described above.

Surrey Strategic Partnership

The Local Area Agreement developed by Surrey Strategic Partnership highlights carers contribution to Surrey’s economy and the need to improve support for carers. It includes as key priority area for action:

- Increasing services provided to carers following a carers assessment
- Increasing the numbers of direct payments or Individual Budgets for users **and carers**

In Surrey, the service commissioners are keen to see the Carers Charter standards reflected in the Surrey LAA. This should, for example, include promoting Carer friendly employment and improving support for young carers (See Annexe 2).

Role of the Carers Commissioning Group

The work of the Carers Commissioning Group work will therefore include:

1. Ensuring that commissioning arrangements for health and social care consider the impact on carers of all proposals, having regard to the Surrey Carers Charter and involving carers directly in relation to commissioning activities.
2. Developing a joint and coordinated approach to information for carers from statutory and voluntary sector providers, with the arrangements for this being developed through the Surrey Carers Strategy Group.
3. Requiring that service providers to secure the active participation of carers including in planning, service development, implementation, recruitment, training and evaluation. Key Service Providers will be asked to produce action plans indicating how they are responding to the Surrey Carers Charter and New Deal for Carers. (This will, for example, include the NHS Acute Trusts). Elmbridge Borough Council have now suggested that the 11 District and Borough councils might produce a joint action plan.
4. Working together to promote equality of access to assessment processes and services for carers of all user groups and all parts of Surrey and explore the potential for this to be underpinned by a Section 75 agreement.
5. Taking an overview of performance ensuring appropriate steps are taken to monitor the effectiveness of outcomes for carers through use of Carers Charter Action Plans and that feedback to carers is given about progress.
6. Facilitating regular communication between those with carers lead responsibilities in the key agencies including joint working between provider organisations.
7. The Surrey Sustainable Community Strategy (Local Area Agreement) includes support for carers as a priority and cross cutting area. Commissioners will promote the issues identified in **Annexe 2** through the Surrey Strategic Partnership, Local Strategic Partnerships and also within the thematic partnerships for Health and Wellbeing, Children and Young People, Economic Development and Safer & Stronger Communities.
8. Securing active carer participation in all aspects of planning, delivering and monitoring services are key requirements for Commissioning

organisations. Accordingly, Action for Carers (Surrey) have representation on the Commissioning Group as signatories of the charter and key partners.

9. Both SCC and Surrey PCT will provide representation on these area groups including operational staff from SCC and the PCT provider side. Carers organisations and Surrey and Borders Partnership NHS Trust are engaged but we need to encourage input from Acute Trusts and District /Borough Councils

10.Engagement with carers is essential and in addition to the carers active participation in the three Area Carers Strategy Groups this will be achieved through a range of measures including:-

- A twice yearly **Surrey Carers Forum** organised as part of the carers strategy process. This will be in the form of a mini conference/Workshop, bring together the members of the Commissioning Group, the three Area Strategy Groups and a number of carers nominated by carers groups (to ensure at least half the participants are carers)
- Action for Carers (Surrey) hold twice yearly carers forum (ie. 2 Carers Forum organised by the statutory sector and 2 by carers organisations allowing for quarterly events)
- FOCUS groups organised by Surrey and Borders Partnership NHS Trust
- Carer involvement in Surrey PCT' co-design group (which may become a co-commissioning group)
- Carers being actively involved in the new LINKs service
- Specific initiatives to ensure that the views hard to reach groups are captured including those of ethnic minority carers.
- The Surrey Princess Royal Trust for Carers carers support network

11. Mapping funding provided to carers groups by Surrey PCT and SCC. The intention will be to simplify the current system of funding for carers organisations ensuring effective coordination and exploring options such as a pooled budget operating within the Local Area Agreement process or joint funding panels allocating both PCT and SCC funding at the same time. Funding arrangements for voluntary sector carers organisations will also comply with the principles of the Surrey Compact.

12. In line with the national strategy, to explore how greater use can be made of the expertise of the “Third Sector” and particularly carers organisations. This will include working with carers support organisations to support carers in accessing greater choice and control through use of Individual budgets and personalised services.
13. Plan use of increases in the national Carers Grant for 2009/10 and 2010/11 in collaboration with the Surrey Strategic Partnership. This rises from £3,558,000 for 2008/9 to £3,814,000 for 2009/10 and £4,067,000 for 2010/11
14. Help plan use of new funding for breaks to be provided to Primary Care Trusts as a result of the National Carers Strategy.
15. Ensuring that carers issues are appropriately addressed within Practice Based Commissioning and in work to promote health and well-being, with appropriate links to the Expert Carers Programme.
16. Ensuring that young carers are recognised and that their specific needs are addressed with their families supported so that unreasonable levels of caring do not fall to these children and young people.
17. Ensuring links with other Surrey wide service planning groups eg. Local Operating Plans, Partnership Boards for Learning Disabilities and Physical and Sensory Disabilities, Mental Health LITs and the Children with Disability County Forum so that carers’ issues are addressed in a consistent manner.
18. Establishing processes to ensure that services are carer focussed and that value for money is achieved.
19. Keeping abreast of new initiatives and developments arising from “New Deal for Carers”. The Group will need to monitor progress including through use of the Surrey Carers Charter Action plans that will be updated in the light of the new National Carers Strategy and this commissioning strategy.

John Bangs,
Surrey County Council

July 2008

(Note; to be under joint signatures from each agency party to the Surrey Carers Charter)

Key Service Priorities in the Surrey Carers Commissioning Strategy

1. Information

- Provision of an appropriate range of accessible information to carers (including information strategies for local NHS as part of broader strategy)
- Use of the Surrey Carers Charter to increase awareness of carers needs and their rights and as a vehicle for monitoring progress in implementing the National Carers Strategy and the Surrey Carers Strategy
- Promoting self directed care and “personalisation agenda” as key mechanisms for improving support to carers with carers needs considered more consistently throughout the process.
- Use of young carers resource packs for senior and primary schools specialist workers for schools.
- To raise awareness of the needs of older carers through use of good practice guidelines

2. Assessments

- Undertaking carers assessments for adult carers, young carers and parent carers (of disabled children) in line with Surrey Carers Charter Standards. Agreed outcomes for carers should be recorded in a Carers Support Plan for adult services and form part of the Care Plan for Children’s Services
- Provision of support to carers through care packages provided under Community Care legislation and the Children Act 1989.
- Promoting self directed care and “personalisation agenda” as key mechanisms for improving support to carers with carers needs considered more consistently throughout the process.
- Support the independence of carers through services to back them up including a Carer Registration Process for emergency support service and a Carer Emergency Card

- Ensure support for family units protects young carers from having unreasonable levels of caring responsibilities

3. Providing a Break

- Promote opportunities self directed care including increased use of “Carers Services” such as Carer Direct Payments and Carers Break Vouchers to provide flexible breaks for carers
- Support a range of voluntary and independent organisations that provide flexible breaks for carers
- Involve Parent Carers in the planning of the use of new Government funding to local authorities in 2009/10 and 2010/11 for breaks for parent carers
- Support for a range of holiday activities for disabled children which help provide parent carers with a break

4. Emotional Support

- Support a comprehensive network of independently managed carers support schemes covering all parts of Surrey to provide information, advice, emotional support and advocacy
- Provision of Young Carers support through independent young carers projects in all parts of Surrey, underpinned by an inter-agency Young Carers Strategy
- Support for carers of children with Special Educational needs and/or disabilities through Partnership with Parents

5. Support to care and maintain the carer’s own health

- Promote the Health and Well-being of carers, including through use of new funding to PCTs for breaks - implementation of the “Caring with Confidence” (formerly “Expert Carers Programme”) and bidding for funding available through National NHS Programme of funded pilot projects.
- Take forward issues relating to carers in the NHS Operating Framework. This will include - "NHS Choices" being used to

improve information and support for carers - reflecting carers needs in care pathways - taking on board carers views about the person they care for - recognising carers need for a break - PCT support for carers having routine operations by providing replacement care.

- Work with carers to identify how the Health personalisation agenda can better address their needs.
- Improved use of GP registers building on the success of the GP Carer Recognition Project in South West Surrey and use of the GP Self Assessment Toolkit to be jointly launched by the Royal College of General Practitioners and Princes Royal Trust for Carers
- Support Surrey PCT in bidding for nationally funded NHS pilot projects including around Health checks for Carers training for GPs
- Continue support for Surrey's Back Care Projects for carers.
- Work has been undertaken to address carers needs within Hospital Discharge procedures, but carers have stressed the need for more progress in improving practice on the ground.
- Ensure carers assessments are offered in continuing care cases– in order to help inform the continuing care process and identify whether carers services are also appropriate
- Health and social care service plans for childrens services recognise the need to support young carers and parents of disabled children with complex health needs
- Expand the definition of people who can be supported through Safeguarding procedures so that carers own needs are consistently addressed

6. Having a Voice

- Ensuring Surrey County Council, Surrey PCT and Practice-based commissioning strategies have an appropriate focus on carers' issues and are developed with regular and systematic consultation with carers and carers' organisations
- Ensuring that the new LINKs service (being developed to ensure user and carers have a voice within health and social care) has a clear focus on carers

- Ensuring that new joint Health and social care complaints procedure being implemented in April 2009 is accessible and “carer friendly”
- To address the needs of ethnic minority carers and involve more carers from black and ethnic minorities in service planning and monitoring (this is an area recognised as requiring further attention)
- Training on carers’ issues routinely involving Carer Trainers and is made more widely available to staff throughout Surrey in line with the recommendations in the National carers Strategy.

7. A Life Beyond Caring

- To improve support to carers in relation to training and work through the Action for Carers and Employment Partnership, carers assessments and promotion of carer friendly employment practice. This will include work with employers, Job Centres and training organisations and use of materials produced by Employers for Carers.
- Promoting the availability of specialist child care support for working parent carers and providing parents with information about the availability of this
- Promoting equal opportunities for carers and a right to a life beyond caring, respecting diversity and different cultures and values including through promotion of the Carers and Equalities check list <http://www.acetoolkit.com/checklist.asp>
- Work to spread good practice around carer discount schemes for leisure and transport

Local Area Agreements and Carers

Carers issues are highlighted as a priority in the Surrey Sustainable Community Strategy (Local Area Agreement). This Strategy will focus on some specific key priorities but is also designed to be the vehicle for multi agency and joint working. Carers groups believe that this is applicable to most aspects of work with carers. In Surrey, the service commissioners are keen to see the Carers Charter standards reflected in the Surrey LAA and with clear links to the Surrey Carers Strategy. Support for carers is a cross cutting issue that needs to be reflected throughout with key areas for inter agency cooperation including:

- **Identification** and improved recognition of carers including parent carers and young carers, including through use of GP carers registers.
- **Equal rights for carers promoted** including in response to the work of the new national Standing Commission on Caring.
- **Carers Grant Funding** Allocation of grant funding to help deliver on the objectives of the Surrey Carers Strategy and Carers Charter
- **Public Health/Health Promotion** activities targeted at carers and linked to the Caring with Confidence Programme
- **Information.** A comprehensive range of information and a coordinated approach ensuring its availability
- **Carer Friendly employment Practice** Promote this within the Surrey economy as a whole with Local authorities and the NHS acting as exemplars.
- **Leisure** – promote discounts for carers access for leisure services
- **Support for Young Carers** – particularly in schools and support for family units so that children and young people do not have to undertake unreasonable levels of caring.
- **Improved support to Parent Carers** - in the light of the Treasury Review of support to Disabled Children and their carers.
- **Carers Champions** within agencies including local teams in SCC, SABPT, Children’s Trust, Acute Trusts GP Practices
- **Carers Awareness Training** -induction training and embedding in the core training programmes of all agencies having contact with carers
- **Life long learning** – Promoting vocational and recreational training programmes as means of promoting carers social inclusion including through discounts for carers with substantial caring responsibilities

Numbers of Carers in Surrey (1)

Including volumes of care and savings to the Nation

	Nos. of carers	Carers providing 20 to 49 hours care a week	Carers providing 50 hours or more care a week	Savings £ million
Elmbridge	11,051	739	1,446	129.8
Epsom and Ewell	6,584	580	950	77.4
Guildford	11,817	871	1,687	140.5
Mole Valley	8,240	572	1,070	97.1
Reigate & Banstead	11,774	879	1,674	139.4
Runnymede	6,925	587	1,096	82.5
Spelthorne	8,752	723	1,383	102.9
Surrey Heath	6,987	488	1,038	82.8
Tandridge	7,707	544	1,132	90.9
Waverley	11,161	778	1,487	132.5
Woking	8,154	658	1,156	95.8
TOTAL	99,152	7419	14,119	£1171.6 Million

Source: Numbers of Carers in Surrey in 2001

“Valuing Carers – Calculating the Value of Unpaid Care”
Leeds University 2007 (based on 2001 Census)

“Care to take a look” Carers UK and Leeds University 2007

Numbers of Carers in Surrey (2)

Including numbers of carers in work (full time and part time)

	Nos. of carers	Carers working full time	Carers working part time	Carers not working
Elmbridge	11,051	4090	1903	5058
Epsom and Ewell	6,584	2531	1181	2872
Guildford	11,817	4476	2224	5117
Mole Valley	8,240	2999	1585	3656
Reigate & Banstead	11,774	4649	2185	4940
Runnymede	6,925	2792	1217	2916
Spelthorne	8,752	3533	1468	3751
Surrey Heath	6,987	2888	1303	2796
Tandridge	7,707	2944	1436	3327
Waverley	11,161	3917	2298	4946
Woking	8,154	3173	1419	3562
TOTAL	99,152	37,992	18,219	42,941

Source: Numbers of Carers in Surrey in 2001

“Valuing Carers – Calculating the Value of Unpaid Care”
Leeds University 2007 (based on 2001 Census)

“Care to take a look” Carers UK and Leeds University 2007